

Health and Care Experience Survey 2015/16

Results for Ashton Medical Practice - Glasgow



**Ashton Medical Practice
Ashton House
3 Ashton Road
Glasgow
G12 8SP**

May 2016, Official Statistics



Ashton Medical Practice - Glasgow

This report gives a summary of the results of the Health and Care Experience Survey 2015/16 for Ashton Medical Practice - Glasgow.

The survey was sent to 833 people registered with the practice.

The survey asked questions about people's experiences during 2015/16 of making an appointment; visiting the GP practice; seeing staff; being prescribed medicines; out of hours healthcare; other care services; and being a carer. A copy of the survey is available at:

www.gov.scot/Topics/Statistics/Browse/Health/GPPatientExperienceSurvey/HACE2015-16

87 patients of Ashton Medical Practice - Glasgow sent in feedback on their experiences at the practice. Of the patients that answered questions about themselves:

- 37% were male and 63% were female;
- 39% were aged 17-34, 13% were aged 35-49, 19% were aged 50-64 and 29% were 65 and over;
- 69% did not have any limiting illness or disability.

The survey was commissioned by the Scottish Government as part of the Scottish Care Experience Survey Programme, which aims to use the public's experiences of health and care services to improve those services. The survey was managed by the Scottish Government in partnership with Information Services Division (ISD) of NHS National Services Scotland. The survey was carried out by a patient survey contractor, Quality Health Ltd.

The results of the survey will be used by GP practices, Health Boards, Health and Social Care Partnerships and the Scottish Government to improve the quality of health and care services in Scotland.

Results for some questions may be suppressed due to low number of responses. These are typically the questions relating to social care services and caring. Results for such questions can be found in the relevant Health and Social Care Partnership/Board Report.

National results for this survey and further details on the methods used to generate this report are available at:

www.gov.scot/Topics/Statistics/Browse/Health/GPPatientExperienceSurvey/HACE2015-16

Summary of Results

This section provides the results for the five overarching questions where patients were asked to rate the care that they received overall. Positive scores for these questions are based on the combination of the 'Excellent' and 'Good' answers.

The difference between the percent positive score for the practice and the Scottish average is shown in the final column. Differences which are statistically significant are marked with an S.

Overall, how would you rate the arrangements for getting to see a doctor in your GP practice?

Arranging to see a doctor	77%	+6
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Overall, how would you rate the arrangements for getting to see a nurse in your GP practice?

Arranging to see a nurse	77%	-4
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I am treated with compassion and understanding

Compassion and understanding	78%	-7
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Overall, how would you rate the care provided by your GP practice?

GP Practice Care	84%	-3
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Notes on Interpretation

Results are shown as the percentage of patients who answered each question positively.

The bars illustrate the % positive as green (darker green being very positive and lighter green being positive), and the % negative as red. Where answers are neither positive nor negative, the % is shown in yellow (see below).

		Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
Overall arrangements for getting to see a doctor	112	29%	44%	15%	12%	85%	76%	73%	-3%	+1%

The “% Positive Practice...” columns show the GP practice's 2015/16 percent positive scores along with both 2013/14 & 2011/12 scores.

“Difference from Scotland” shows the difference between the GP practice percent positive score in 2015/16 and the Scottish average in the same year, with a plus or minus sign depending on whether it is above or below the Scottish average.

“Change from 2013/14” shows the change in the percent positive score for the GP practice since the 2013/14 survey.

Differences which are statistically significant are marked with an S.

Where a comparison has not been tested due to small numbers, this is marked with an NT.

The classification of answers as very positive, positive, neutral or negative for each question can be found in the technical report at:

www.gov.scot/stats/bulletins/01218

Later in this report we present results for questions that do not fit into the '% positive' format.

Please note: If an expected question does not appear within this section it is because it has been suppressed due to a low number of responses. If you wish to see results for such questions, please refer to the relevant Health and Social Care Partnership/Health Board Report.

www.hace15.quality-health.co.uk/

Your GP Practice: getting to see or speak to someone

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
It is easy to get through on the phone	66	53%	42%			-	95%	95%	+0% ^{NT}	+13% ^{NT}
Person answering the phone is helpful	65	74%	26%			-	98%	100%	+2% ^{NT}	+6% ^{NT}
Can see or speak to a doctor or nurse within 2 working days	55	56%	31%	13%		-	94%	87%	-7%	+3%
Able to book a doctors appointment 3 or more working days in advance	51	84%	16%			-	100%	84%	-16% ^S	+8%
Can usually see preferred doctor	74	84%	16%			-	93%	84%	-10%	+3%
Overall arrangements for getting to see a doctor	75	40%	37%	12%	11%	-	84%	77%	-6%	+6%
Overall arrangements for getting to see a nurse	61	39%	38%	20%		-	84%	77%	-7%	-4%

Your GP Practice: referrals

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
Arrangements for getting to see other health and care services	42	24%	45%	21%	10%	-	84%	69%	-15%	-8%

At your GP Practice

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
The receptionists are helpful	79	70%			28%	-	98%	97%	-1% ^{NT}	+4% ^{NT}
Time waiting to be seen at GP practice	76	68%			32%	-	77%	68%	-9%	-18% ^S

At your GP Practice - doctors

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
Doctors listen to patients	74	43%	46%		8%	-	96%	89%	-7%	-6%
Patients feel that doctors have all the information they need to treat them	73	26%	58%	8%	8%	-	90%	84%	-6%	-6%
Doctors take account of the things that matter to patients	72	33%	44%	13%	10%	-	90%	78%	-12%	-9%
Doctors talk in a way that helps patients to understand their condition and treatment	71	38%	41%	13%	8%	-	92%	79%	-13% ^S	-11% ^S
Patients have confidence in doctors' ability to treat them	73	36%	44%	8%	12%	-	94%	79%	-14% ^S	-10% ^S
Patients have enough time with doctors	73	41%	49%			-	96%	90%	-5%	+2%

At your GP Practice - nurses

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
Nurses listen to patients	60	60%	35%			-	93%	95%	+2% ^{NT}	-0% ^{NT}
Patients feel that nurses have all the information they need to treat them	60	47%	48%			-	90%	95%	+5% ^{NT}	+2% ^{NT}
Nurses take account of the things that matter to patients	59	42%	47%	8%		-	93%	90%	-4%	+0%
Nurses talk in a way that helps patients to understand their condition and treatment	60	52%	43%			-	90%	95%	+5% ^{NT}	+4% ^{NT}
Patients have confidence in nurses' ability to treat them	60	57%	38%			-	93%	95%	+2% ^{NT}	+1% ^{NT}
Patients have enough time with nurses	60	58%	40%			-	93%	98%	+5% ^{NT}	+3% ^{NT}

At your GP practice - care and treatment

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
Patients are involved as much as they want to be in decisions about their care and treatment	75	55%	41%			-	76%	55%	-21% ^S	-8%

Tests arranged by your GP practice

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
It is explained to patients why they need a test	50	54%	40%			-	95%	94%	-1% ^{NT}	-2% ^{NT}
Patients are satisfied with the length of time they wait for results	50	34%	40%	14%	12%	-	90%	74%	-16% ^S	-11%
Patients are satisfied with the way they receive results	50	36%	30%	16%	18%	-	85%	66%	-19% ^S	-14% ^S
Test results are explained to patients in a way they can understand	50	32%	32%	26%	10%	-	83%	64%	-19% ^S	-17% ^S

At your GP Practice - medicines

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
Patients find it easy enough for them to get their medicines	68	60%	35%			-	93%	96%	+2% ^{NT}	-0% ^{NT}
Patients know enough about what their medicines are for	67	60%	37%			-	96%	97%	+1% ^{NT}	+0% ^{NT}
Patients know enough about how and when to take their medicines	67	63%	34%			-	96%	97%	+1% ^{NT}	-1% ^{NT}
Patients know enough about side effects of medicines	67	42%	37%	12%	9%	-	76%	79%	+3%	-3%
Patients know what to do if they have any problems with their medicines	67	46%	34%	10%	9%	-	78%	81%	+2%	-9%
Patients take their prescription as they are supposed to	66	61%	33%			-	96%	94%	-2% ^{NT}	-4% ^{NT}

At your GP practice - dealing with mistakes

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
Patients believe a mistake was made in their treatment or care by their GP practice	78		87%		13%	-	94%	87%	-6%	-6%

At your GP practice - overall experience

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
Patients are treated with respect	76	55%	39%			-	98%	95%	-3% ^{NT}	+3% ^{NT}
Patients are treated with compassion and understanding	78	49%	29%	19%		-	94%	78%	-16% ^S	-7%
Rating of overall care provided by GP practice	79	48%	35%	9%	8%	-	92%	84%	-8%	-3%

Information Questions

This section shows results for questions that did not fit into the percentage positive format used elsewhere in the report. These tables show the percentage of patients who responded to each answer option. Results for Scotland, and where possible, results from the previous survey are included. If the question was new to this year's survey, the absence of historic results will be indicated by a "-".

Please note: If an expected question does not appear within this section it is because it has been suppressed due to low number of responses. If you wish to see more details on these types of questions, please refer to the relevant Health and Social Care Partnership/Health Board Report

www.hace15.quality-health.co.uk/

At your GP Practice

Q12 - In the reception area, can other patients overhear what you say to the staff?

Patients who have contacted their GP practice in the last 12 months	2013/14	2015/16	Scotland
Yes, but I don't mind	55	55	57
Yes, and I am not happy about it	4	13	19
No, other patients can't overhear	33	26	17
Don't know	8	6	8

Out of hours healthcare

Q32 - What do you think about the opening hours of your GP practice?

All Patients	2013/14	2015/16	Scotland
I am happy with the opening hours of my GP practice	76	84	80
It is too difficult for me to get time away from work during my practice opening hours	12	6	11
The opening hours are not convenient for me for another reason	3	5	2
I am not sure when my GP practice is open	9	5	6

Health and care effectiveness

Q39 - Thinking about the last time this happened, how would you describe the effect of the treatment on your ability to live your normal life?

Patients who received NHS treatment or advice because of something that was affecting their ability to do their usual activities - to live their normal life	2013/14	2015/16	Scotland
I was able to go back to most of my usual activities	60	61	43
There was no change in my ability to do my usual activities	10	22	23
I was less able to do my usual activities	10	17	19
It is too soon to say	20	0	15

Q41 - Thinking about the last time this happened, how would you describe the effect of the treatment on your pain or discomfort?

Patients who received NHS treatment or advice because of something that was causing them pain or discomfort	2013/14	2015/16	Scotland
It was better than before	73	63	51
It was about the same as before	19	30	35
It was worse than before	4	0	4
It is too soon to say	4	8	10

Detailed Results for all Questions

This section shows a breakdown of responses for each question within the survey. The response categories that have been combined to calculate the percent positive score are indicated with an asterisk.

Please note: If an expected question does not appear within this section it is because it has been suppressed due to low number of responses. If you wish to see more details on these types of questions, please refer to the relevant Health and Social Care Partnership/Health Board Report.

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Your GP Practice: getting to see or speak to someone

Q1 - Have you contacted the GP practice named on the enclosed letter in the last 12 months?

All patients	n	%
No	7	8.3
Yes	77	91.7
	84	

Q2 - Approximately how often have you contacted this GP practice in the last 12 months (either for yourself or someone you look after)?

Patients who have contacted their GP practice in the last 12 months	n	%
Once	9	11.4
2 - 4 times	35	44.3
5 - 10 times	22	27.8
More than 10 times	13	16.5
Can't remember / don't know	0	0.0
	79	

Q3 - Thinking of the last time you contacted this GP practice by phone, how easy was it for you to get through?

Patients who have contacted their GP practice in the last 12 months	n	%
* Very easy	35	53.0
* Fairly easy	28	42.4
Not easy	3	4.5
Percent Positive - This GP 95.5 %	66	

Q4 - The last time you phoned the GP practice, how helpful was the person who answered?

Patients who have contacted their GP practice by phone in the last 12 months	n	%
* Very helpful	48	73.8
* Fairly helpful	17	26.2
Not very helpful	0	0.0
Not at all helpful	0	0.0
Percent Positive - This GP 100.0 %	65	

Q5 - The last time you needed to see or speak to a doctor or nurse from your GP practice quite urgently, how long did you wait?

Patients who have contacted their GP practice in the last 12 months	n	%
* I saw or spoke to a doctor or nurse on the same day	31	56.4
* I saw or spoke to a doctor or nurse within 1 or 2 working days	17	30.9
I waited more than 2 working days to see or speak to a doctor or nurse	7	12.7
Percent Positive - This GP 87.3 %	55	

Q7 - If you ask to make an appointment with a doctor 3 or more working days in advance, does your GP practice allow you to?

Patients who have contacted their GP practice in the last 12 months	n	%
* Yes	43	84.3
No	8	15.7
Percent Positive - This GP 84.3 %	51	

Q8 - When you arrange to see a doctor at your GP practice can you usually see the doctor you prefer?

Patients who have contacted their GP practice in the last 12 months	n	%
* Yes	37	50.0
No	12	16.2
* I don't have a doctor I prefer to see	25	33.8
Percent Positive - This GP 83.8 %	74	

Q9a - Overall, how would you rate the arrangements for getting to see a doctor and/or nurse in your GP practice? Getting to see a doctor

Patients who have contacted their GP practice in the last 12 months	n	%
* Excellent	30	40.0
* Good	28	37.3
Fair	9	12.0
Poor	5	6.7
Very poor	3	4.0
Percent Positive - This GP 77.3 %	75	

Q9b - Overall, how would you rate the arrangements for getting to see a doctor and/or nurse in your GP practice? Getting to see a nurse

Patients who have contacted their GP practice in the last 12 months	n	%
* Excellent	24	39.3
* Good	23	37.7
Fair	12	19.7
Poor	1	1.6
Very poor	1	1.6
Percent Positive - This GP 77.0 %	61	

Your GP Practice: referrals

Q10 - Has your GP practice referred you to see any other health or care services in the last 12 months?

Patients who have contacted their GP practice in the last 12 months	n	%
Yes	42	53.2
No, as it wasn't necessary	34	43.0
No, but I wanted to	3	3.8
	79	

Q11 - Thinking about the last time your GP practice referred you to other health or care services, how would you rate the arrangements for getting to see other services?

Patients who had been referred to other health and care services by their GP practice in the last 12 months	n	%
* Excellent	10	23.8
* Good	19	45.2
Fair	9	21.4
Poor	3	7.1
Very poor	1	2.4
Percent Positive - This GP 69.0 %	42	

At your GP Practice

Q12 - In the reception area, can other patients overhear what you say to the staff?

Patients who have contacted their GP practice in the last 12 months	n	%
Yes, but I don't mind	43	55.1
Yes, and I am not happy about it	10	12.8
No, other patients can't overhear	20	25.6
Don't know	5	6.4
	78	

Q13 - How helpful do you find the receptionists at your GP practice?

Patients who have contacted their GP practice in the last 12 months	n	%
* Very helpful	55	69.6
* Fairly helpful	22	27.8
Not very helpful	1	1.3
Not at all helpful	1	1.3
Percent Positive - This GP 97.5 %	79	

Q14 - How do you feel about how long you usually have to wait to be seen after you arrive at your GP practice?

Patients who have contacted their GP practice in the last 12 months	n	%
* It is reasonable	52	68.4
It is too long	24	31.6
Percent Positive - This GP 68.4 %	76	

At your GP Practice - doctors

Q15a - Have you seen a doctor from your GP practice in the last 12 months?

Patients who have contacted their GP practice in the last 12 months	n	%
No	5	6.5
Yes	72	93.5
	77	

Q15b - Thinking about the last time you saw a doctor at your GP practice, how much do you agree or disagree with each of the following?
The doctor listened to me

Patients who have seen a doctor at their GP Practice in the last 12 months	n	%
* Strongly agree	32	43.2
* Agree	34	45.9
Neither agree nor disagree	6	8.1
Disagree	1	1.4
Strongly disagree	1	1.4
Percent Positive - This GP 89.2 %	74	

Q15c - Thinking about the last time you saw a doctor at your GP practice, how much do you agree or disagree with each of the following? I felt that the doctor had all the information needed to treat me

Patients who have seen a doctor at their GP Practice in the last 12 months	n	%
* Strongly agree	19	26.0
* Agree	42	57.5
Neither agree nor disagree	6	8.2
Disagree	4	5.5
Strongly disagree	2	2.7
Percent Positive - This GP 83.6 %	73	

Q15d - Thinking about the last time you saw a doctor at your GP practice, how much do you agree or disagree with each of the following?
The doctor took account of the things that matter to me

Patients who have seen a doctor at their GP Practice in the last 12 months	n	%
* Strongly agree	24	33.3
* Agree	32	44.4
Neither agree nor disagree	9	12.5
Disagree	7	9.7
Strongly disagree	0	0.0
Percent Positive - This GP 77.8 %	72	

Q15e - Thinking about the last time you saw a doctor at your GP practice, how much do you agree or disagree with each of the following?
The doctor talked in a way that helped me understand my condition and treatment

Patients who have seen a doctor at their GP Practice in the last 12 months	n	%
* Strongly agree	27	38.0
* Agree	29	40.8
Neither agree nor disagree	9	12.7
Disagree	5	7.0
Strongly disagree	1	1.4
Percent Positive - This GP 78.9 %	71	

Q15f - Thinking about the last time you saw a doctor at your GP practice, how much do you agree or disagree with each of the following? I felt confident in the doctor's ability to treat me

Patients who have seen a doctor at their GP Practice in the last 12 months	n	%
* Strongly agree	26	35.6
* Agree	32	43.8
Neither agree nor disagree	6	8.2
Disagree	8	11.0
Strongly disagree	1	1.4
Percent Positive - This GP 79.5 %	73	

Q15g - Thinking about the last time you saw a doctor at your GP practice, how much do you agree or disagree with each of the following? I had enough time with the doctor

Patients who have seen a doctor at their GP Practice in the last 12 months	n	%
* Strongly agree	30	41.1
* Agree	36	49.3
Neither agree nor disagree	3	4.1
Disagree	2	2.7
Strongly disagree	2	2.7
Percent Positive - This GP 90.4 %	73	

At your GP Practice - nurses

Q16a - Have you seen a nurse from your GP practice in the last 12 months?

Patients who have contacted their GP practice in the last 12 months	n	%
No	18	23.1
Yes	60	76.9
	78	

Q16b - Thinking about the last time you saw a nurse at your GP practice, how much do you agree or disagree with each of the following?
The nurse listened to me

Patients who have seen a nurse at their GP Practice in the last 12 months	n	%
* Strongly agree	36	60.0
* Agree	21	35.0
Neither agree nor disagree	3	5.0
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 95.0 %	60	

Q16c - Thinking about the last time you saw a nurse at your GP practice, how much do you agree or disagree with each of the following? I felt that the nurse had all the information needed to treat me

Patients who have seen a nurse at their GP Practice in the last 12 months	n	%
* Strongly agree	28	46.7
* Agree	29	48.3
Neither agree nor disagree	3	5.0
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 95.0 %	60	

Q16d - Thinking about the last time you saw a nurse at your GP practice, how much do you agree or disagree with each of the following?
The nurse took account of the things that matter to me

Patients who have seen a nurse at their GP Practice in the last 12 months	n	%
* Strongly agree	25	42.4
* Agree	28	47.5
Neither agree nor disagree	5	8.5
Disagree	1	1.7
Strongly disagree	0	0.0
Percent Positive - This GP 89.8 %	59	

Q16e - Thinking about the last time you saw a nurse at your GP practice, how much do you agree or disagree with each of the following?
The nurse talked in a way that helped me understand my condition and treatment

Patients who have seen a nurse at their GP Practice in the last 12 months	n	%
* Strongly agree	31	51.7
* Agree	26	43.3
Neither agree nor disagree	2	3.3
Disagree	1	1.7
Strongly disagree	0	0.0
Percent Positive - This GP 95.0 %	60	

Q16f - Thinking about the last time you saw a nurse at your GP practice, how much do you agree or disagree with each of the following? I felt confident in the nurse's ability to treat me

Patients who have seen a nurse at their GP Practice in the last 12 months	n	%
* Strongly agree	34	56.7
* Agree	23	38.3
Neither agree nor disagree	2	3.3
Disagree	1	1.7
Strongly disagree	0	0.0
Percent Positive - This GP 95.0 %	60	

Q16g - Thinking about the last time you saw a nurse at your GP practice, how much do you agree or disagree with each of the following? I had enough time with the nurse

Patients who have seen a nurse at their GP Practice in the last 12 months	n	%
* Strongly agree	35	58.3
* Agree	24	40.0
Neither agree nor disagree	1	1.7
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 98.3 %	60	

At your GP practice - care and treatment

Q17 - Are you involved as much as you want to be in decisions about your care and treatment?

Patients who have contacted their GP practice in the last 12 months	n	%
* Yes, definitely	41	54.7
Yes, to some extent	31	41.3
No, and I would like to be	3	4.0
Percent Positive - This GP 54.7 %	75	

Tests arranged by your GP practice

Q18 - In the last 12 months have you had any blood tests, x-rays or any other tests arranged by your GP practice?

Patients who have contacted their GP practice in the last 12 months	n	%
No	27	36.5
Yes	47	63.5
	74	

Q19a - Thinking about the last time you had a blood test, x-ray or any other test arranged by your GP practice, how much do you agree or disagree with each of the following: It was explained to me why a test was needed

Patients who have had tests arranged by their GP practice in the past 12 months	n	%
* Strongly agree	27	54.0
* Agree	20	40.0
Neither agree nor disagree	1	2.0
Disagree	1	2.0
Strongly disagree	1	2.0
Percent Positive - This GP 94.0 %	50	

Q19b - Thinking about the last time you had a blood test, x-ray or any other test arranged by your GP practice, how much do you agree or disagree with each of the following: I was satisfied with the length of time I waited for my test results

Patients who have had tests arranged by their GP practice in the past 12 months	n	%
* Strongly agree	17	34.0
* Agree	20	40.0
Neither agree nor disagree	7	14.0
Disagree	6	12.0
Strongly disagree	0	0.0
Percent Positive - This GP 74.0 %	50	

Q19c - Thinking about the last time you had a blood test, x-ray or any other test arranged by your GP practice, how much do you agree or disagree with each of the following: I was satisfied with the way that I received the result

Patients who have had tests arranged by their GP practice in the past 12 months	n	%
* Strongly agree	18	36.0
* Agree	15	30.0
Neither agree nor disagree	8	16.0
Disagree	8	16.0
Strongly disagree	1	2.0
Percent Positive - This GP 66.0 %	50	

Q19d - Thinking about the last time you had a blood test, x-ray or any other test arranged by your GP practice, how much do you agree or disagree with each of the following: The results of the test were explained to me in a way I could understand

Patients who have had tests arranged by their GP practice in the past 12 months	n	%
* Strongly agree	16	32.0
* Agree	16	32.0
Neither agree nor disagree	13	26.0
Disagree	1	2.0
Strongly disagree	4	8.0
Percent Positive - This GP 64.0 %	50	

At your GP Practice - medicines

Q20 - Have you been prescribed medicines by your GP practice in the last 12 months?

Patients who have contacted their GP practice in the last 12 months	n	%
No	11	13.9
Yes	68	86.1
	79	

Q21a - Thinking about the last time you were prescribed medicines, how much do you agree or disagree with each of the following: It was easy enough for me to get my medicines

Patients who were prescribed medicines in the last 12 months	n	%
* Strongly agree	41	60.3
* Agree	24	35.3
Neither agree nor disagree	1	1.5
Disagree	1	1.5
Strongly disagree	1	1.5
Percent Positive - This GP 95.6 %	68	

Q21b - Thinking about the last time you were prescribed medicines, how much do you agree or disagree with each of the following: I knew enough about what my medicines were for

Patients who were prescribed medicines in the last 12 months	n	%
* Strongly agree	40	59.7
* Agree	25	37.3
Neither agree nor disagree	0	0.0
Disagree	1	1.5
Strongly disagree	1	1.5
Percent Positive - This GP 97.0 %	67	

Q21c - Thinking about the last time you were prescribed medicines, how much do you agree or disagree with each of the following: I knew enough about how and when to take my medicines

Patients who were prescribed medicines in the last 12 months	n	%
* Strongly agree	42	62.7
* Agree	23	34.3
Neither agree nor disagree	0	0.0
Disagree	1	1.5
Strongly disagree	1	1.5
Percent Positive - This GP 97.0 %	67	

Q21d - Thinking about the last time you were prescribed medicines, how much do you agree or disagree with each of the following: I knew enough about possible side effects of my medicines

Patients who were prescribed medicines in the last 12 months	n	%
* Strongly agree	28	41.8
* Agree	25	37.3
Neither agree nor disagree	8	11.9
Disagree	5	7.5
Strongly disagree	1	1.5
Percent Positive - This GP 79.1 %	67	

Q21e - Thinking about the last time you were prescribed medicines, how much do you agree or disagree with each of the following: I would know what to do if I had any problems with my medicines

Patients who were prescribed medicines in the last 12 months	n	%
* Strongly agree	31	46.3
* Agree	23	34.3
Neither agree nor disagree	7	10.4
Disagree	4	6.0
Strongly disagree	2	3.0
Percent Positive - This GP 80.6 %	67	

Q21f - Thinking about the last time you were prescribed medicines, how much do you agree or disagree with each of the following: I took my prescription as I was supposed to

Patients who were prescribed medicines in the last 12 months	n	%
* Strongly agree	40	60.6
* Agree	22	33.3
Neither agree nor disagree	2	3.0
Disagree	1	1.5
Strongly disagree	1	1.5
Percent Positive - This GP 93.9 %	66	

At your GP practice - dealing with mistakes

Q22 - In the past year, do you believe a mistake was made in your treatment or care by your GP practice (including for example in test results, medicines prescribed, diagnosis)?

Patients who have contacted their GP practice in the last 12 months		n	%
* No		68	87.2
Yes		10	12.8
Percent Positive - This GP 87.2 %		78	

At your GP practice - overall experience

Q24a - How much do you agree or disagree with each of the following about how you are treated by the staff at your GP practice? I am treated with respect

Patients who have contacted their GP practice in the last 12 months	n	%
* Strongly agree	42	55.3
* Agree	30	39.5
Neither agree nor disagree	2	2.6
Disagree	1	1.3
Strongly disagree	1	1.3
Percent Positive - This GP 94.7 %	76	

Q24b - How much do you agree or disagree with each of the following about how you are treated by the staff at your GP practice? I am treated with compassion and understanding

Patients who have contacted their GP practice in the last 12 months	n	%
* Strongly agree	38	48.7
* Agree	23	29.5
Neither agree nor disagree	15	19.2
Disagree	2	2.6
Strongly disagree	0	0.0
Percent Positive - This GP 78.2 %	78	

Q25 - Overall, how would you rate the care provided by your GP practice?

Patients who have contacted their GP practice in the last 12 months	n	%
* Excellent	38	48.1
* Good	28	35.4
Fair	7	8.9
Poor	5	6.3
Very poor	1	1.3
Percent Positive - This GP 83.5 %	79	

Out of hours healthcare

Q26 - In the last 12 months, have you tried to get medical help, treatment or advice, for yourself or someone you were looking after, when your GP practice was closed (out of hours)?

All Patients	n	%
Yes	17	20.2
No	67	79.8
	84	

Q32 - What do you think about the opening hours of your GP practice?

All Patients	n	%
I am happy with the opening hours of my GP practice	70	84.3
It is too difficult for me to get time away from work during my practice opening hours	5	6.0
The opening hours are not convenient for me for another reason	4	4.8
I am not sure when my GP practice is open	4	4.8
	83	

Care, support and help with everyday living

Q33 - In the last 12 months have you had help or support with everyday living?

All Patients	n	%
Yes, help for me with personal and/or household tasks	4	4.6
Yes, help for me with adaptations and/or equipment for my home	3	3.4
Yes, help for me for activities outside my home	1	1.1
Yes, help to look after someone else	1	1.1
No, not had any help but I feel that I needed it	2	2.3
No, not had any help	65	74.7
	87	

Health and care effectiveness

Q38 - In the last 12 months, have you received NHS treatment or advice because of something that was affecting your ability to live your normal life?

All Patients	n	%
Yes	24	28.9
No	59	71.1
	83	

Q39 - Thinking about the last time this happened, how would you describe the effect of the treatment on your ability to live your normal life?

Patients who received NHS treatment or advice because of something that was affecting their ability to do their usual activities - to live their normal life	n	%
I was able to go back to most of my usual activities	14	60.9
There was no change in my ability to do my usual activities	5	21.7
I was less able to do my usual activities	4	17.4
It is too soon to say	0	0.0
	23	

Q40 - In the last 12 months, have you received NHS treatment or advice because of something that was causing you pain or discomfort?

All Patients	n	%
Yes	40	48.8
No	42	51.2
	82	

Q41 - Thinking about the last time this happened, how would you describe the effect of the treatment on your pain or discomfort?

Patients who received NHS treatment or advice because of something that was causing them pain or discomfort	n	%
It was better than before	25	62.5
It was about the same as before	12	30.0
It was worse than before	0	0.0
It is too soon to say	3	7.5
	40	

Q42 - In the last 12 months, have you received NHS treatment or advice because of something that was making you feel depressed or anxious?

All Patients	n	%
Yes	15	19.0
No	64	81.0
	79	

Caring responsibilities

Q44 - Do you look after, or give any regular help or support to family members, friends, neighbours or others because of either long-term physical / mental ill-health / disability or problems related to old age?

All patients	n	%
No	77	93.9
Yes, up to 4 hours a week	1	1.2
Yes, 5 - 19 hours a week	1	1.2
Yes, 20 - 34 hours a week	0	0.0
Yes, 35 - 49 hours a week	0	0.0
Yes, 50 or more hours a week	3	3.7
	82	

Demographics

Q46 - Are you male or female?

All patients	n	%
Male	32	37.2
Female	54	62.8
	86	

Q47 - What was your age on your last birthday?

All patients	n	%
17-34	33	38.8
35-49	11	12.9
50-64	16	18.8
65+	25	29.4
	85	

Q48 - How would you rate your health in general?

All patients	n	%
Good	59	68.6
Fair	21	24.4
Bad	6	7.0
	86	

Q50 - Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

All patients	n	%
Yes, limited a lot	5	6.0
Yes, limited a little	21	25.3
No	57	68.7
	83	

Q51 - In general, how well do you feel that you are able to look after your own health?

All patients	n	%
Very well	50	58.8
Quite well	30	35.3
Not very well	4	4.7
Not at all well	1	1.2
	85	

Q52 - Thinking about the good and bad things that make up your quality of life, how would you rate your quality of life as a whole?

All patients	n	%
Very Good	36	42.4
Good	36	42.4
Alright / neither good or bad	12	14.1
Bad	0	0.0
Very bad	1	1.2
	85	

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